

Patient information- easy read version

Domestic violence and/or abuse: information for patients, families and carers

What do you do if domestic violence and/or abuse is happening to you or someone you know?

What is domestic violence and abuse?



Always being blamed for things



Being humiliated



Being made to feel stupid



Always being put down



Being physically hurt

What can happen?



Nasty phone calls and texts



Insults



Punches



Threats



Being kept away from family and friends



Being made to explain how you spend your money or having it taken away



Being bullied



Being made to look at things that upset you

Domestic abuse can happen to anyone



Men can abuse women



Women can abuse men



Men can abuse other men



Women can abuse other women

What can I do to help?



Ask them to read this leaflet.



Tell someone you trust – a family member, friend, health professional, social worker or the police.

Helpful contacts:



Moorfields Direct telephone helpline

Phone: 020 7566 2345

Monday to Friday, 8.30am - 9pm

Saturday, 9am - 5pm

Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.



Patient advice and liaison service (PALS)

Phone: 020 7566 2324 or 020 7566 2325

Email: pals@moorfields.nhs.uk

Moorfields' PALS team will help you if you are unhappy and will support you with any worries you may have about your care at Moorfields. The PALS team can also advise you on how to make a complaint.

National Domestic Violence (24 hour helpline)

Freephone: 0808 2000 247

www.nationaldomesticviolencehelpline.org.uk

Women's Aid (24 hour helpline)

Freephone: 0808 2000 247

www.womensaid.org.uk/

ChildLine (24 hour helpline)

This is a helpline for children and young people up to the age of 19.

Freephone: 0800 1111

www.childline.org.uk

Men's Advice Line

Opening hours: Monday-Friday 9am-5pm

Freephone: 0808 801 0327

www.mensadviceline.org.uk